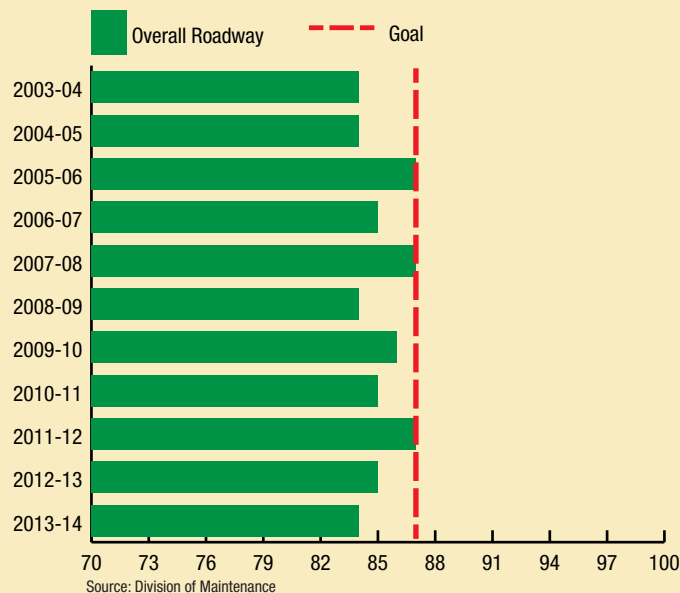


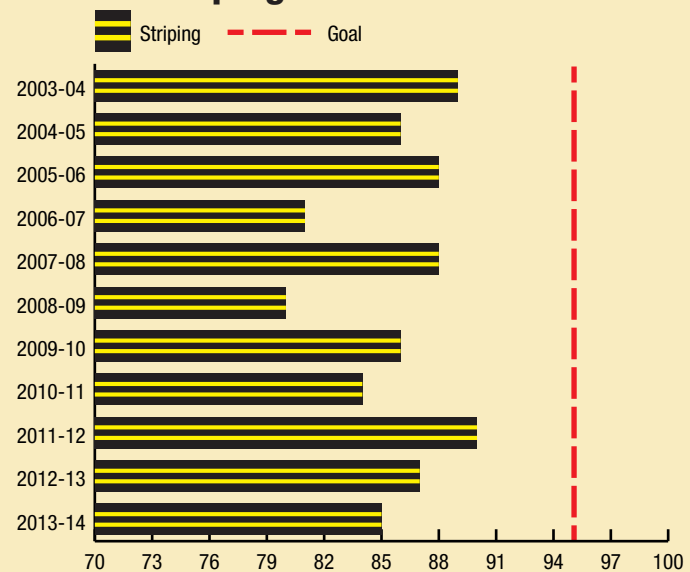


Caltrans Lags on Several

Overall Level of Service



Striping Level of Service



Californians care about their state and take pride in the beauty it offers its citizens and visitors. Tending to our roadways assures safety and the state's aesthetic attributes. Caltrans evaluates California's roadways annually and assigns a level-of-service score to demonstrate how well it is maintaining the state highway system. Fiscal year 2014 ended with an overall score of 84, the lowest since 2009. While the department met some performance targets in this area, notably the collection of litter and debris, it did not meet its overall goal of 87.

Level of service scores, with 0 being worst and 100 being best, quantify the department's ability to service an area, and are not a measure of the area's existing condition. Caltrans sets targets it considers attainable with the most efficient use of available resources. With additional funding, targets could be raised to reflect higher expectations in keeping with higher levels of investment.

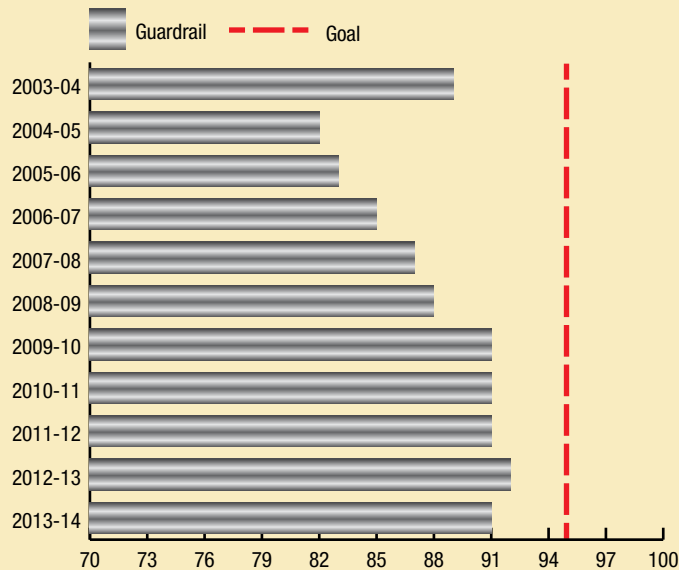
Caltrans divides California's approximately 15,000 highway center-line miles into one-mile segments, and 20 percent, or approximately 3,000 of these segments across the state, are randomly selected for evaluation. These segments are seen as a statistically viable snapshot of the overall health of the state's roadways. Scores that are within five points from the previous year are considered stable.



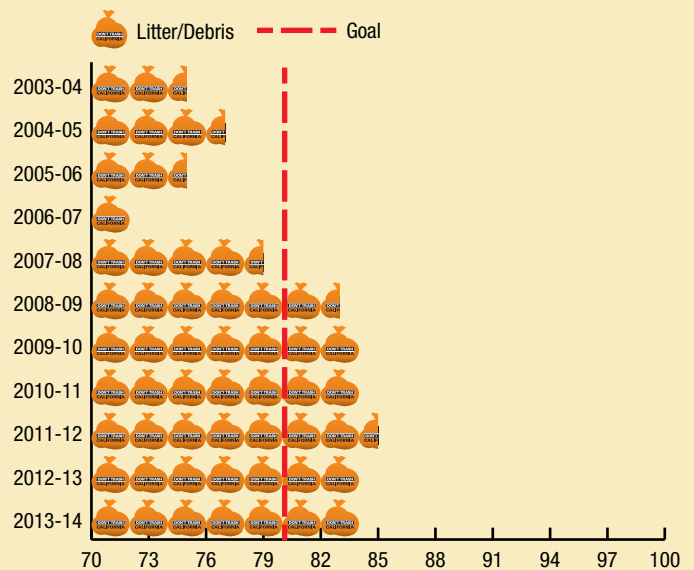


Maintenance Goals

Guardrail Level of Service



Litter Level of Service



In fiscal year 2013–14, Caltrans spent about \$11 million on restriping for 50,814 miles. This is enough to go around the earth twice. Although its statewide score for striping was 85, Caltrans did not meet its goal of 95. Scores in this category have ranged from 80 to 90 since 2005.

For guardrail, Caltrans had a statewide score of 91, down 1 point from the year before and short of the goal of 95. To achieve this goal, the department must shorten the window between when a guardrail is hit and damaged and the time it is repaired. Caltrans can achieve this by increasing the number of guardrail crews throughout the state. In fiscal year 2014, the department spent \$14.4 million repairing and replacing 58 miles of guardrail, compared to \$9.2 million to repair and replace 66 miles of guardrail in 2013.

Level of service has been particularly good for litter and debris, with a score of 84 that exceeds the statewide goal of 80. This comes despite having much lower than average scores in Districts 4 (Bay Area) and 7 (Los Angeles). With scores that range from 72 to 85 in the past 10 years, Caltrans met its goal for litter and debris in each of the past six years. In fiscal year 2014, Caltrans crews spent more than \$62.8 million removing litter and debris, as well as performing sweeping activities, which were not previously included in this category. Adopt-A-Highway program volunteers' collection efforts were valued at an additional \$20 million. Combined, crews collected more

than 190,000 cubic yards—almost 40,000 cubic yards more than in the year before. Caltrans also removed 8.67 million square feet of graffiti, which is equal to almost 151 football fields. For fiscal year 2015–16, the goal has been raised to 90, which exceeds the score achieved in fiscal year 2014–15.

Still, there is room for improvement. A higher overall score would indicate fewer potholes and cracks on the roadways and less graffiti on the road-sides. A higher score for guard-rail, for example, would indicate fewer damaged guardrails on the highways. Increased funding would help Caltrans improve maintenance level of service in many areas.

Source: Division of Maintenance